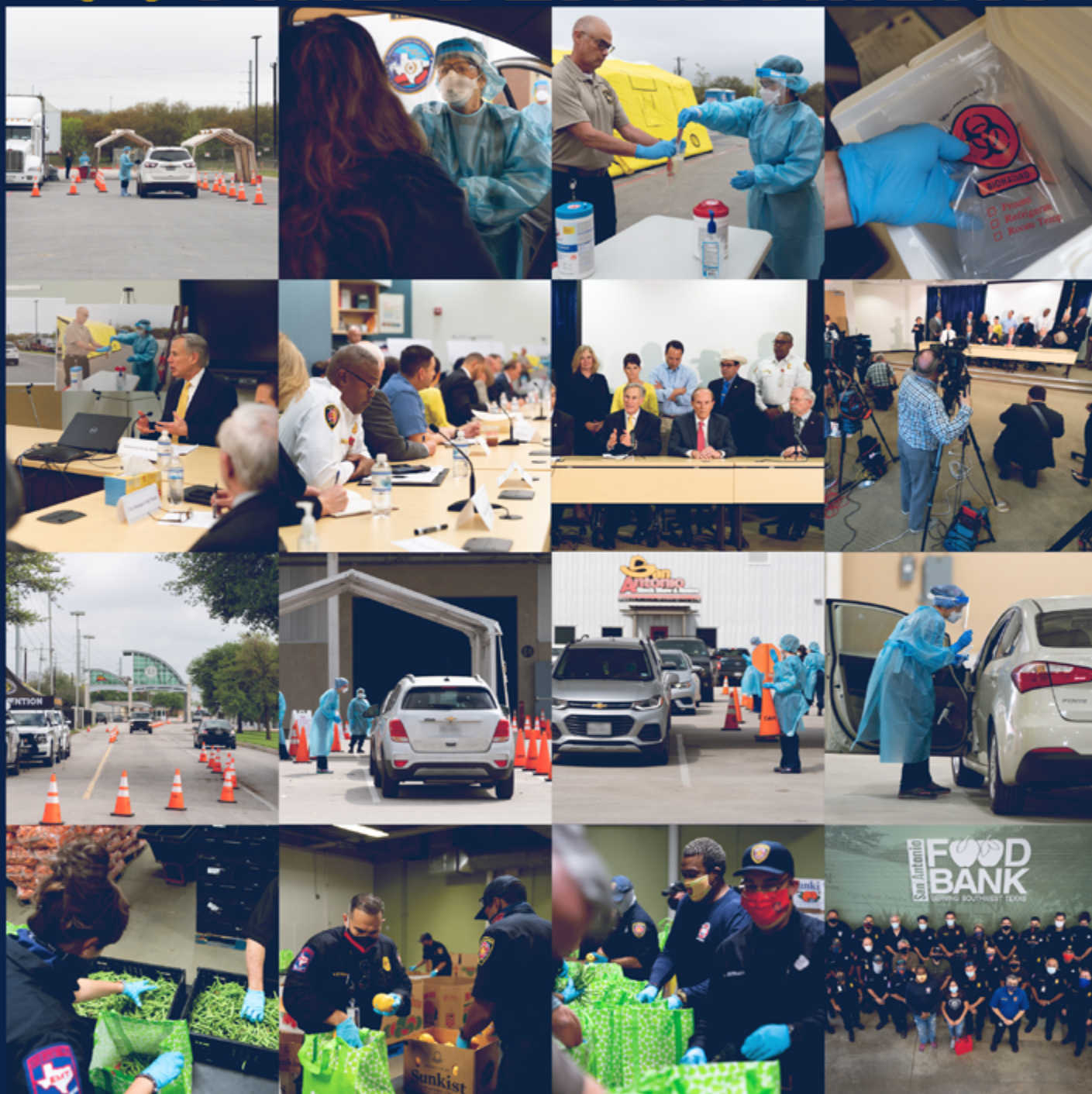




SAN ANTONIO FIRE DEPARTMENT



ANNUAL REVIEW 2020



The San Antonio Fire Department (SAFD) is dedicated to doing the right thing and protecting our community from all hazards with compassion and professionalism. Every day I am forced to consider our ever-changing environment and the necessary progression of our service which enables us to effectively meet our community's needs. 2020 was no exception, it was a year like no other. The global pandemic presented a crisis that we had never experienced before, nonetheless it created an opportunity for us to live our mission of being an all hazards department.

While the Covid-19 pandemic significantly impacted our operations, our highly skilled and motivated workforce met the demands of the pandemic response. I am so proud of the members of this department. The dynamic efforts, emergency preparedness, and compassion allowed us to effectively meet the challenges while protecting our community. I thank the members of the SAFD for their dedication to our mission and the people we serve.

I am honored to present a 2020 annual review which illustrates our commitment to the residents of this city. The SAFD continues to be a service driven, nationally recognized leader in providing emergency services and we will strive to build on our accomplishments and set new goals even during unprecedented times. We exemplify the long-standing history of providing quality and caring customer service. Our family will continue to provide exceptional service to our community as professionals with accountability, integrity, and respect.

Yours in Service,

A handwritten signature in blue ink, appearing to read "Charles N. Hood".

Charles N. Hood
Fire Chief

SAFD COVID-19 Operations FY 2020

From the moment evacuees from China arrived to be quarantined at Joint Base San Antonio-Lackland and the first case diagnosed in Texas was transported to Methodist Texsan, through the mass vaccination of thousands and continuing up to the time of this publication; San Antonio Fire Department has been front and center in the fight against COVID-19. The tireless work and sacrifice of the Department during the pandemic cannot be understated, as seen below in a summary of activities in FY 2020.

Regional Medical Operations Center (RMOC)

- Infectious Disease Response Unit (IDRU)
- MIH Traveler Visits – County-wide and DSHS Region 8
- Targeted Questions at Communications
- PPE Donning and Doffing Classes for SAPD, BCSO, Texas Military Department
- Created and Taught Screening Procedures City Wide

Emergency Operations Center (EOC)

- Unified Command
- Logistics
- SAFD/EOC Warehousing Operations
- Planning
- Finance

Operations (EOC)

Decontamination Stations – For SAFD and Regional EMS units

- Old Fire Station 32
- Downtown YMCA
- SAFD Tech Services
- First Responder Intermediate Care Facility
- General Population Intermediate Care Facility
- Nursing Home Cohorting and Tracking

Mobile Integrated Health

- Testing
 - COVID Testing Training
 - 200 - SAFD personnel
 - 1500 - Texas Military Department
 - 15 County ESD Personnel
- Established the process for testing Large Congregate Settings for the State
- Tested Large Congregate Settings
 - All County Nursing Homes
 - Bexar County Jail
 - Assisted Living Facilities
 - Bexar County Adult Probation
 - SAPD Training Academy

- Deployments to:
 - College Station
 - Rio Grande City
 - Brownsville
 - Kingsville
 - Weslaco
- Drive Through Testing Sites
 - Walk Up Testing Sites
 - Non-Mobile Patients
 - Haven For Hope Isolation Screenings
 - Enhanced MIH Response (24 hour units)

SAFD Blue Team

- Information Processing
- Testing for SAFD members and Families
- Convalescent Calls
- Care Packages with Pulse Oximeter
- Return to Work Fit for Duty Assessment
- Tracking of Station Isolations

State Operations Center (SOC)

- Logistics liaison for City of San Antonio
- Commander of Statewide Large Facility Testing
- State Mobile Testing Coordinator
- Purchasing
- TIFMAS Deployment to State Armory
- Battelle System
 - System Set Up and Operation
 - Call Center

STRAC Partnerships and Deployments

- STRAC deployment for Nursing Home Census Lists
- San Antonio COVID Testing Call Center – at STRAC
- STRAC Texas Military Department IT Deployment
- STRAC deployment to El Paso, ER set up in Austin

Partnering with Metro Health

- Metro Health Liaison Position
- Case Investigations for Metro Health
- Interfacility Transfer Authorization Center
- Mass Vaccination Sites
- Regional Infusion Center

Organizational Opportunities

- Enhanced Organizational Response Protocols
- SAFD Resiliency Phone Center
- Paramedic Triage Line at Communications

Emergency Services

Emergency Services is led by a Deputy Fire Chief with an additional Assistant Fire Chief as an Executive Officer, an Assistant Chief over Emergency Medical Services (EMS), and (3) Assistant Fire Chiefs as Fire Shift Commanders. Emergency Services consists of:

- 3 Fire Suppression Shifts (54 fire stations)
- 24 Battalion Chiefs
- 4 EMS Shifts (35 full time Medic Units and up to 8 Peak Medic Units)
- 4 EMS Captains and an Executive Officer Captain
- Mobile Integrated Health (MIH)
- Fire Training Academy (1 Division Chief)
- Tactical Services (1 Division Chief)
- Arson Bureau
- Fusion Center and Joint Terrorism Task Force
- Event Management
- Firefighter Safety and Survivability Division (1 Division Chief)



Deputy Chief Andrew Estrada

Emergency Services FY2020 Accomplishments and Highlights

- COVID pandemic response with added support personnel, testing, decontamination, specialized training, and collaboration with state and local agencies
- Added Squad 44
- Created a SAFD “Tactics Manual”
- Added new 2 ½ inch hose and standardized hose loads for all engines
- Removal of SCBA from apparatus cabs for “Clean Cab Initiative”
- Added Zoll 12-lead monitors for each station including training of all fire crews on use
- Implemented telemedicine technology with Communications Division (GoodSam Application)
- Increased units carrying whole blood to 9
- 2 SAFD Cadet Classes (61 firefighters graduated)
- Arson Bureau responded to and investigated 545 fires.
- MIH programs included Texas Targeted Opioid Response (TTOR), Program for Intensive Care Coordination (PICC), Medicated Assisted Treatment (MAT), Targeted Threat Assessment Group (TTAG) with Fusion, Public Safety Threat Assessment Group (PSTAG) with Fusion, Acute Care Station (ACS) at Haven for Hope, Hospice revocation program, high volume utilizers
- Established “Blue Team” to test, contact trace, and provide support care services for SAFD and COSA employee COVID related patients.
- Quality Assurance program started for PPE
- Initial training initiated for Fire Investigator Program

Administrative Services

Administrative Services is led by a Deputy Fire Chief with an additional Assistant Fire Chief as the Executive Officer and Deputy Fire Marshal. The Deputy Fire Chief also serves as the Fire Marshal for the City of San Antonio. Administrative Services consists of:

- Fire Prevention Division (2 Division Chiefs)
- Fire Inspection, HAZMAT Inspection Program, Code Development, Special Events
- Public Outreach
- Public Education, Recruiting, Public Information Office
- Fire Facilities (1 Division Chief)
- Services and Logistics (1 Division Chief)
- Planning and Analytics (1 Division Chief)
- Accreditation, Strategic Planning, Annexation, Service Agreements, Special Projects, Response Time and Data Analysis, Geographic Information Systems



Deputy Chief Chris Monestier

Administrative Services FY2020 Accomplishments and Highlights

- Conducted over 34,000 fire inspections and investigations
- Initiated 2021 Code Adoption review process
- Annual appraisals and accreditation requirements all Divisions (Core Leadership)
- Implemented Power BI analytics software and LEVRUM predictive software
- Re-organization of Public Outreach Division
- Fleet acquisition and replaced 13 Medic Units, 2 Engines, and 10 miscellaneous vehicles.
- Acquired and fit tested air purifying respirators (APR) for all response personnel (COVID response)
- Completed design and contractor selection for new Fire Station 24
- Recruiting mentorship program (238 participants)
- SAFD entrance exam (2246 applicants)
- Fire Safety presentations (101) Fire Warden Training (34)
- Youth Firesetters Prevention and Intervention (YFPI) class (15)
- Entrance Examination Preparation Classes (82) Candidate Conditioning Classes (65)
- Supply created and distributed over 3,000 COVID PPE kits
- Supply made 3,000+ station deliveries and 300 equipment repairs
- Completed all hose testing – 60+ apparatus, and all ladder testing
- Completed 1,500 SCBA fit tests, 500 Air Pak inspections, and over 700 work orders
- Manage 100+ contracts for goods and services
- Fleet completed 4,200+ repair work orders and 825 Preventative Maintenance (PM) work orders

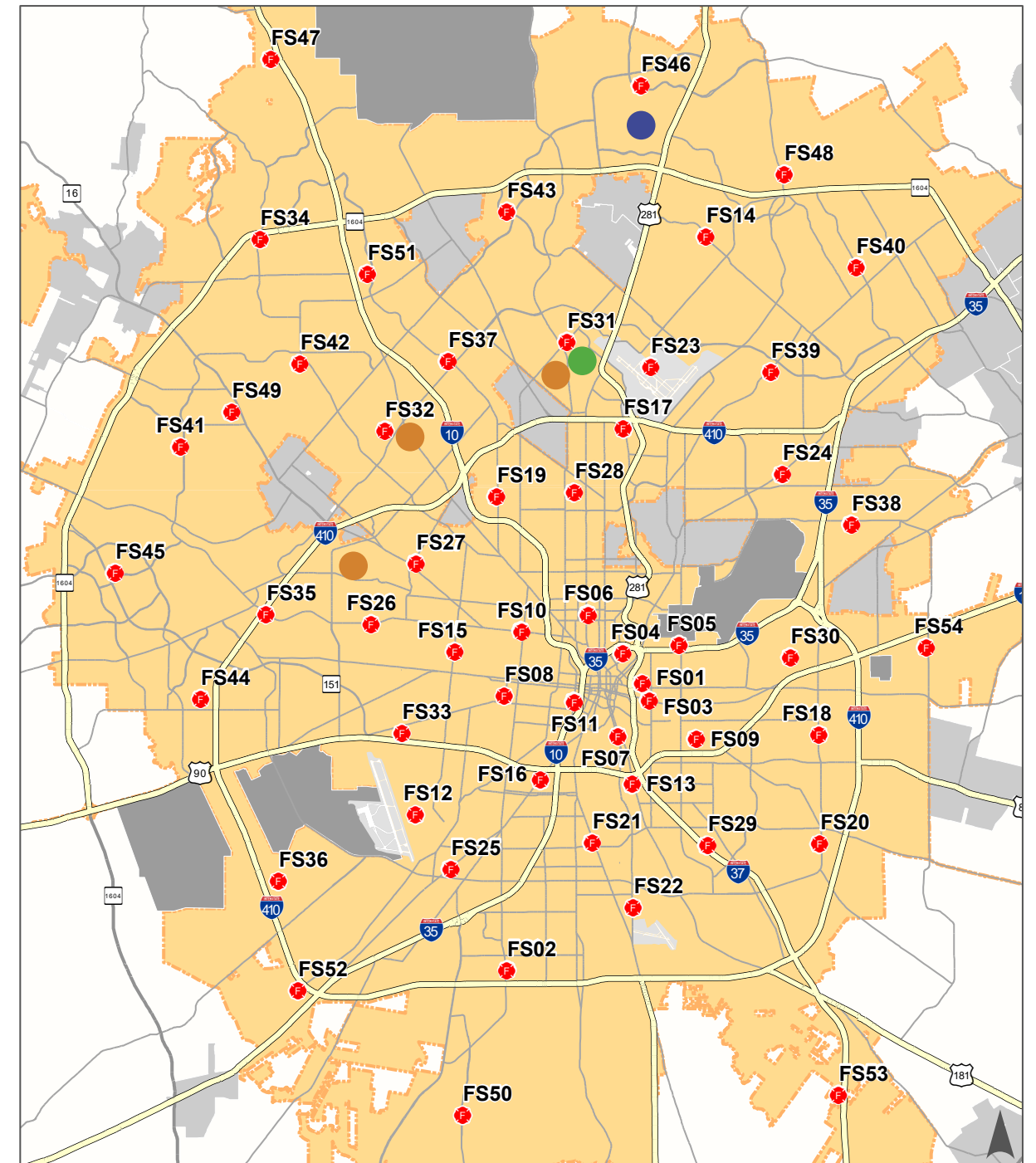
Support Services is led by a Deputy Fire Chief with a Fire Civilian Administrator and (2) Division Chiefs reporting directly. Support Services consists of:

- Civilian Administration (Fire Civilian Administrator)
- Payroll and Personnel Services
- Health and Wellness, Cancer Initiatives, Resiliency Program
- Fire Chief's Office Staff
- Fiscal and Budget
- Communications (1 Division Chief)
- 4 shifts of Dispatchers
- Technical Services
- Professional Standards (1 Division Chief)
- Workers Comp Liaison Officer (Captain)
- Applicant Processing
- Records and Position Management
- Information Systems
- Emergency Operations Center



Support Services FY2020 Accomplishments and Highlights

- Conducted over 650 one-on-one counseling sessions at Wellness
- Conducted 713 mandatory physicals and 151 office visits
- Launched a 24/7 crisis hotline
- Answered 251,716 calls for service through Public Safety Answering Point for Fire/EMS
- City/County Radio System Replacement program
- Clinical dispatch program utilizing GoodSam Program initiated
- Candidate review for 213 SAFD applicants, hired 86
- New Professional Standards Division created and the selection of a Workers Comp Captain to serve as an advocate for the members.
- Coordinated with MIH Blue Team, FSC, MSC, Fire/EMS Admin, Division Chiefs, and SAFD Civilian Management regarding the CoVid-19 pandemic effects on staffing to include managing, tracking, reporting, and clearing personnel to return to work.
- Established Professional Standards Email Box to serve as a distribution email address for all matters pertaining to personnel management and information dissemination.
- Installed dual sim card modems on all front line apparatus
- Installed dual antennas on all front line apparatus
- GETAC MDT upgrade completed
- Unified Command (UC1) brought on line to assist at large scale events and planned events (Fiesta, Women's Final 4, protests, etc.)
- Phase II of GoodSam launched: Situational awareness and pre-arrival instructions (Cardiac arrests, strokes, structure fires)
- Secondary PSAP (Quarry Run) made operationally ready
- EOC activations: Covid-19, Hurricane Laura, Winter Storm



HIGH PROFILE EVENTS 2020

	Aircraft Crash	12/01/2019	618 W Rhapsody
	Structure	07/13/2020	11838 Parliament 3rd alarm
	Structure	03/01/2020	4081 Medical Dr. 3rd alarm
	Structure	12/19/2019	3115 Majestic Dr. 2nd alarm
	Confined Space Rescue	11/16/2019	20015 Hardy Oak Blvd

Station Number	Address	Zip Code	Council District	Year Built	Resources
1	515 North Cherry	78205	2	2011	Engine, Platform Ladder Truck, Squad, Medic, Fire Shift Commander, Medic Shift Commander, HAZMAT Response team and apparatus
2	1058 W. Villaret Blvd.	78224	4	2018	Engine
3	1425 E. Commerce Street	78205	2	1921	Engine
4	1430 N. St. Mary's Street	78215	1	1966	Engine
5	1011 Mason Street	78208	2	1929	Engine, Medic
6	503 West Russell Place	78215	1	1929	Engine, Aerial Ladder Truck, Medic
7	1414 S. St. Mary's Street	78210	1	2005	Engine, Medic
8	619 S. Hamilton Ave.	78207	5	2000	Engine, Aerial Ladder Truck, Squad, Medic, Bat. Chief, Stationary Air Compressor
9	649 Delmar Street	78210	2	1914	Engine, Aerial Ladder Truck, Squad, Medic, Bat. Chief, Stationary Air Compressor
10	1107 Culebra Road	78201	1	1914	Engine, Medic
11	610 S. Frio Street	78207	5	2000	Engine, Platform Ladder Truck, Squad, Technical Rescue Team and Apparatus
12	103 Arts & Crafts Way Bldg.	78226	4	1960	Engine
13	3203 S. Presa Street	78210	3	1929	Engine, Medic
14	2515 Thousand Oaks Drive	78232	10	1983	Engine, Aerial Ladder Truck, Hose Tender
15	3150 Ruiz Street	78228	5	1987	Engine, Medic, Medic Officer
16	2110 Nogalitos Street	78204	5	2001	Engine, Medic
17	8545 Jones Maltsberger Road	78216	1	1987	Engine, Platform Ladder Truck, Squad, Medic
18	1410 S. WW White Road	78220	2	2017	Engine(2), Medic, Platform
19	2307 Vance Jackson Road	78213	1	2011	Engine, Medic, Bat. Chief, Stationary Air Compresor
20	3347 S.WW White Road	78222	3	1998	Engine, 4x4 Brush Fire Truck
21	5537 S. Flores Street	78214	3	1929	Engine
22	1100 March Ave.	78214	3	1988	Engine, Aerial Ladder Truck, Squad, Medic, 4x4 Brush Fire Truck, Aircraft Rescue & Firefighting Team
23	1750 Skyplace Blvd.	78216	9	1988	Engine, Foam Trailer, Squad, Aircraft Rescue Apparatus & Firefighting Team
24	1940 Austin Highway	78218	2	1958	Engine, Medic
25	1038 New Laredo Highway	78211	4	2006	Engine, Medic, Water Tanker, Bat. Chief, Stationary Air Compressor
26	4140 Culebra Road	78228	5	1987	Engine, Mobile Air Compressor
27	1538 Hillcrest	78228	7	2016	Engine, Medic

Station Number	Address	Zip Code	Council District	Year Built	Resources
28	15 Burwood Lane	78216	1	2013	Engine, Medic, Safety Officer
29	827 Hot Wells Blvd.	78223	3	2017	Engine, Aerial Ladder Truck, Squad, Medic, Medic Officer, Mobile Air Compressor
30	911 Gemblar Road	78219	2	2017	Engine, 4x4 Brush Fire Truck
31	11802 West Ave.	78216	9	1967	Engine, Medic
32	4839 Charles Katz Drive	78229	8	2016	Engine, Platform Ladder Truck, Squad
33	2002 S. West 36th Street	78228	5	1973	Engine, Aerial Ladder Truck, Squad
34	15300 Babcock Road	78249	8	1973	Engine, Aerial Ladder Truck, Squad, Medic, HAZMAT Response Team
35	7038 Culebra Road	78238	6	1974	Engine, Aerial Ladder Truck, Squad/ Brush Truck, Medic
36	5836 Ray Ellison Blvd.	78242	4	1983	Engine, Aerial Ladder Truck, Squad, Medic, 4x4 Brush Fire Truck
37	11011 Vance Jackson Road	78230	8	1975	Engine, Aerial Ladder Truck, Squad, Medic
38	6000 Distribution	78218	2	1975	Engine, Platform Ladder Truck, Squad, Medic, Bat. Chief, Stationary Air Compressor
39	10750 Nacogdoches Road	78217	10	1976	Engine, Medic, Medic Officer, Mobile Air Compressor
40	14331 O'Connor Road	78247	10	1983	Engine, Aerial Ladder Truck, Squad, 4x4 Brush Fire Truck
41	9146 Dover Ridge	78250	6	1987	Engine, Aerial Ladder Truck, Medic, Mobile Air Compressor
42	10400 Horn Blvd.	78240	7	1987	Engine, Medic, Bat. Chief, Medic Officer, 4x4 Brush Fire Truck, Stationary Air compressor
43	2055 W. Bitters Road	78248	9	1987	Engine, Bat. Chief, 6x6 Brush Fire Truck, Water Truck, Stationary Air compressor
44	1351 Horal Drive	78227	6	1987	Engine, Medic, 4x4 Brush Fire Truck
45	3415 Rogers Road	78251	6	2001	Engine, Medic, Bat. Chief, MSOU Truck / Trailer, Stationary Air Compressor
46	1165 Evans Road	78258	9	2001	Engine, Aerial Ladder Truck, Squad, Medic
47	7240 Stonewall Bend	78256	8	2006	Engine, Hose Tender
48	18100 Bulverde Road	78258	10	2004	Engine, Pickup & MSOU Trailer, 4x4 Brush Fire Truck
49	8710 Mystic Park	78254	7	2006	Engine
50	15000 Applewhite Road	78224	3	2011	Engine, 4x4 Brush Fire Truck
51	5040 Beckwith	78249	8	2011	Engine, Platform Ladder Truck, Technical Rescue Team and Apparatus
52	10440 Quintana Road	78211	4	2016	Engine
53	14102 Donop Road	78223	3	2016	Engine, Brush Fire Truck, Wildfire Team
54	1215 N Foster Road	78219	2	2019	Engine, Brush Truck

